

## WISCONSIN SERVICE POINT (WISP)

The Wisconsin ServicePoint (WISP) is a web-based HMIS implemented by the Wisconsin Bureau of Supportive Housing (BSH) to better understand the scope of homelessness in Wisconsin, to improve service delivery to homeless persons, and to evaluate the effectiveness of service interventions.

### What Are the Benefits of Using Wisconsin ServicePoint?

#### For the Service Provider:

- Provides online real-time information about needs and available services for homeless persons;
- Assures confidentiality by providing information in a secured system;
- Decreases duplicative client intakes and assessments;
- Tracks client outcomes and provides a client history;
- Generates data reports for local use and to meet state and federal reporting requirements;
- Helps agencies evaluate their effectiveness, identify service gaps and make sound decisions on where to focus staff and financial resources;

#### For Persons Who Are Homeless:

- Intake information and needs assessments are maintained historically so the number of times homeless persons must repeat their stories to multiple service providers is reduced.
- The opportunity to provide intake and life history one time demonstrates that service providers consider the homeless person's time is valuable and restores some of the consumer's dignity.
- Multiple services can be easily coordinated and referrals streamlined; and

#### For the State of Wisconsin, We Are Better Able To:

- Define and understand the extent of homelessness throughout Wisconsin;
- Focus staff and financial resources to those areas, agencies and programs where services for homeless persons are needed most;
- Evaluate the effectiveness of specific interventions and specific programs and services provided;
- Provide the Legislature and government officials with information about Wisconsin's homeless population; and meet federal reporting requirements.

Wisconsin ServicePoint is currently used throughout Wisconsin by over 140 agencies that provide homeless assistance services. Use of Wisconsin ServicePoint is open to non-profit or government agencies providing services to persons in Wisconsin who are homeless or at risk of becoming homeless. For more information about Wisconsin ServicePoint (WISP) please view the WISP web page at: <http://wisp.wi.gov>.

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#### For program information, contact:

**Tanya Iverson**  
**Division of Housing & Community Development**  
**P. O. Box 7970**  
**Madison, WI 53707-7970**  
**Phone: 608-267-2983**  
**FAX: 608-266-8969**

E-mail: [Tanya.Iverson@Wisconsin.gov](mailto:Tanya.Iverson@Wisconsin.gov)

Visit our web page address at <http://commerce.wi.gov/CD/CD-bfi.html>

